

# HAMILTON, BROOK, SMITH & REYNOLDS, P.C.

## UTILITY PATENT APPLICATION TRANSMITTAL

(Only for new nonprovisional applications under  
37 C.F.R. 1.53(b))

Attorney Docket No.

CIS-1212

First Named Inventor or  
Application Identifier

Frederic P. Messinger

Express Mail Label No.

EL290721772US

Title of  
Invention

Method and Apparatus for Software Technical Support and Training

### APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents.

ADDRESS TO:

Assistant Commissioner for Patents  
Box Patent Application  
Washington, D.C. 20231

1. ☒ Fee Transmittal Form  
(Submit an original, and a duplicate for fee processing)
2. ☒ Specification [Total Pages **29**]  
(preferred arrangement set forth below)
  - Descriptive title of the invention
  - Cross References to Related Applications
  - Statement Regarding Fed sponsored R & D
  - Reference to microfiche Appendix
  - Background of the Invention
  - Summary of the Invention
  - Brief Description of the Drawings
  - Detailed Description
  - Claim(s)
  - Abstract of the Disclosure
3. ☒ Drawing(s) (35 U.S.C. 113) [Total Sheets **18**]  
Formal ☒ Informal
4. ☒ Oath or Declaration/POA [Total Pages **3**]
  - a. ☒ Newly executed (original or copy)
  - b. ☐ Copy from a prior application (37 C.F.R. 1.63(d))  
(for continuation/divisional with Box 17 completed)  
[NOTE Box 5 below]
  - i. ☐ DELETION OF INVENTOR(S)  
Signed statement attached deleting  
inventor(s) named in the prior application,  
see 37 C.F.R. 1.63(d)(2) and 1.33(b).
5. ☐ Incorporation By Reference (useable if Box 4b is checked)  
The entire disclosure of the prior application, from which a copy  
of the oath or declaration is supplied under Box 4b, is considered  
as being part of the disclosure of the accompanying application  
and is hereby incorporated by reference therein.

6. ☐ Microfiche Computer Program (Appendix)
7. ☐ Nucleotide and/or Amino Acid Sequence Submission  
(if applicable, all necessary)
  - a. ☐ Computer Readable Copy
  - b. ☐ Paper Copy (identical to computer copy)
  - c. ☐ Statement verifying identity of above copies

### ACCOMPANYING APPLICATION PARTS

8. ☒ Assignment Papers (cover sheet & documents)
9. ☐ 37 C.F.R. 3.73(b) Statement ☐ Power of Attorney  
(when there is an assignee)
10. ☐ English Translation Document (if applicable)
11. ☐ Information Disclosure Statement (IDS)/PTO-1449 ☐ Copies of IDS Citations
12. ☐ Preliminary Amendment
13. ☒ Return Receipt Postcard (MPEP 503) (2)  
(Should be specifically itemized)
14. ☐ Small Entity Statement(s) ☐ Statement filed in prior application,  
Status still proper and desired
15. ☐ Certified Copy of Priority Document(s)  
(if foreign priority is claimed)
16. ☐ Other: .....

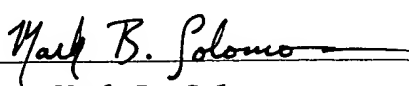
17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information:

☐ Continuation ☐ Divisional ☐ Continuation-in-part (CIP) of prior application No.: \_\_\_\_\_/\_\_\_\_\_

Prior application information: Examiner: \_\_\_\_\_ Group Art Unit: \_\_\_\_\_

### 18. CORRESPONDENCE ADDRESS

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Signature	 Mark B. Solomon	Date	7/1/99
Submitted by Typed or Printed Name	Mark B. Solomon	Reg. Number	44,348

# HAMILTON BROOK, SMITH & REYNOLDS, P.C.

<b>FEE TRANSMITTAL FOR PATENT APPLICATIONS</b>	Attorney Docket Number		CIS-1212	
	Application Number		N/A	
	First Named Inventor		Frederic P. Messinger	

CLAIM CALCULATION (includes any preliminary amendment)

CLAIMS	(1) FOR	(2) NUMBER FILED	(3) NUMBER EXTRA	(4) RATE	(5) CALCULATIONS
TOTAL CLAIMS <small>(37 CFR 1.16(c) or (j))</small>		22 - 20 =	2	2 x \$ 18 =	\$ 36.00
INDEPENDENT CLAIMS <small>(37 CFR 1.16(b) or (i))</small>		2 - 3 =	0	0 x \$ 78 =	\$ 0.00
MULTIPLE DEPENDENT CLAIMS (if applicable) <small>(37 CFR 1.16(d))</small>				+ \$ 260 =	\$ -----
				<b>BASIC FEE</b> <small>(37 CFR 1.16(a) or (h))</small>	<b>\$ 760.00</b>
Total of above Calculations =					<b>\$ 796.00</b>
Reduction by 50% for filing by small entity <small>(37 CFR 1.9, 1.27, 1.28)</small> =					\$ -----
TOTAL =					<b>\$ 796.00</b>
Surcharge - Late Filing of Declaration or Filing Fees <small>(37 C.F.R. 1.16(e))</small> =					\$ -----
Petition for Extension of Time Fee <small>(37 C.F.R. 1.17)</small> =					\$ -----
Assignment Recordation Fee = <small>(only when filed with application)</small>					<b>\$ 40.00</b>
* Reissue claims in excess of 20 and over original patent.					
** Reissue independent claims over original patent					
TOTAL =					<b>\$ 836.00</b>

1. Small entity status:

a. ☐ A small entity statement is enclosed.

b. ☐ A small entity statement was filed in the prior non-provisional application and such status is still proper and desired.

c. ☐ Is no longer claimed.

2. ☒ A general authorization is hereby granted to charge deposit account number 08-0380 for any fees required under 37 CFR 1.16 and 1.17 in order to maintain pendency of this application. A copy of this authorization is enclosed for accounting purposes.

3. ☒ A check is enclosed for \$ 836.00 . ☐ Please charge \$ \_\_\_\_\_ to Deposit Account No. 08-0380.

4. ☐ Other: \_\_\_\_\_

Signature	<i>Mark B Solomon</i>	Date	7/1/99
Submitted by Typed or Printed Name	Mark B. Solomon	Reg. Number	44,348